

NOW ACQUISITION CORPORATION

180 NORTH WACKER DRIVE, SUITE 3
CHICAGO, ILLINOIS 60606
312/658-1056 (V)

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T.R.A. DOCKET ROOM

February 27, 2004

VIA FACSIMILE (615/741-2336) AND OVERNIGHT DELIVERY

Sharla Dillon
Dockets and Records Office
Tennessee Regulatory Authority
460 James Robertson Parkway
Nashville, TN 37243-0505

RE: Docket No. 03-00454

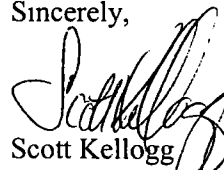
Dear Ms. Dillon:

Enclosed for filing in the above-referenced docket is a draft customer notice that would be sent to customers of NOW Communications, Inc. ("NOW") who requested service from that company after November 26, 2003.

This notice is being submitted pursuant to the request of the Tennessee Regulatory Authority ("TRA") to Now Acquisition Corporation ("NAC") during the February 26, 2004 hearing in this matter. NOW and NAC respectfully request timely pre-approval of this notice by the TRA pursuant to Rule 1220-4-2-.56(2)(d)(2).

If you have any questions concerning this matter, please contact me.

Sincerely,



Scott Kellogg
Associate General Counsel

Enclosure

Dear Valued NOW Customers,

We recently announced an asset purchase agreement between NOW Communications, Inc. ("NOW") and Now Acquisition Corporation ("NAC"), a wholly owned subsidiary of VeraNet Solutions. This agreement will become effective on or after March 10, 2004.

During the past 8 months we've worked hard to create new product offerings and streamline our provisioning and customer service processes. The end result is a stronger communications company to serve you better.

There are several assurances we want to make to you, our highly valued customer. First, especially in today's marketplace, NAC is committed to the tenet that we will operate at the highest ethical standards.

Second, we can assure you that the hundreds of fine employees at NAC/VeraNet are committed to providing our customers with the best in telecommunications quality and services. Additionally and perhaps most importantly, VeraNet has the experience and resources to ensure that NAC meets your telecommunications needs. The majority investor in VeraNet is a financial services company that provides financing and advisory services to companies in the communications, information services, media and technology industry sectors. Since its inception, it has originated an aggregate of over \$2 billion in investments in over 200 transactions and is an AAA-rated financial services company.

It's also important for you to know.

- The services you have paid for will not be impacted as a result of this agreement
- Your existing rates and charges will not be changed.
- You will still pay for/renew your services in the same way you do today

While as stated above, no rate increase is planned, in the event that an increase is necessary in the future, NAC will provide thirty days written notice of its intent to you. We recognize that you have the right to switch to another carrier prior to March 10, 2004. If you do switch to another carrier, NAC will reimburse you for any carrier change charges you incur. If you stay with NOW, however, you will not incur any such charges for the transfer to NAC. Further, you will not need to take any action for the transfer to NAC to occur (any preferred carrier freezes in place will automatically be lifted, and will be reinstated at no charge once the transfer is complete).

If you have any questions about this notice or problems with your current service, please call NOW at (888) 565-1011. NOW will remain responsible for addressing any such concerns about your service until the transfer occurs.

We appreciate your business and your commitment to NOW during this transitional time. The future looks bright as we move forward with new bundled local/long distance products, Internet services including web hosting, dial up Internet and broadband internet solutions to residential and small business customers.

If you have any questions for NAC once your service is switched (or to establish a preferred carrier freeze after the transfer), please call 877/822-8501.

Sincerely,

NOW Communications, Inc

Now Acquisition Corporation